

Cancellation and Refunds

Cancellation of an application must be made through our Processing Team on 0151 606 5100. Lines are open Monday to Friday 9.00 am to 12.30 and 1.15pm to 5.00 pm. We reserve the right to process and charge in full for any disclosures unless we have received notice of cancellation before submission to the DBS or other relevant body.

Any payments you have made for disclosures that have been properly cancelled before submission to the relevant body will be refunded back to you. We reserve the right to retain administration fees in accordance with any work we have carried out. Despite the above provision, you are entitled to cancel a payment for products where fraudulent use has been made of your payment card by a person not acting, or to be treated as acting, as your agent. If you have already made a payment where your payment card has been so fraudulently used, then you should approach your card issuer for recredit to your card. We reserve the right to terminate or restrict your use of our service, for any or no reason whatsoever. If we terminate your use of our service as a result of a breach of any obligation under these terms, such termination would be immediate and without notice.